



**CONSUMER GRIEVANCES REDRESSAL FORUM**

**Uttar Haryana Bijli Vitran Nigam**

Shakti Bhawan, IInd Floor, Room No.317, Sector-6, Panchkula

E-mail: uhbv\_n\_forum2006@yahoo.com

Fax & Phone No. 0172-2583896

Complaint No. CGRF-675/12

To

The Managing Director,  
UHBVN, Panchkula.

Memo No. Ch- 16 /UH/CGRF-675

Dated: 26-2-13

**Subject: - Order in respect of complaint of Sh. Sushil Kumar Bansal regarding wrong billing.**

Enclosed please find herewith the order issued by Consumer Grievances Redressal Forum in respect of above complaint for its compliance.

DA/As above

  
Secretary,  
CGRF, UHBVN,  
Panchkula

CC.

1. Secretary/HERC, Sec-4, Panchkula.
2. CE/OP, UHBVN, Panchkula.
3. SE/ 'OP' Circle UHBVN, Kaithal.
4. SE/Commercial UHBVN, Panchkula.
- ✓ 5. XEN/IT, UHBVN, Panchkula. (for posting on UHBVN site)
6. XEN/OP Division, UHBVN, Kaithal with a copy of order.
7. SDO/OP, Sub-Division No. 2, UHBVN, Kaithal.
8. Sh. Sushil Kumar Bansal s/o Sh. Kailash Bansal, Bansal Forest Product, Jind Road, Kaithal.

For information & further necessary action with respect to order of Forum (copy enclosed).



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Complaint No. UH/CGRF – 675 of 2012  
Date of Institution 31.12.2012  
Date of Hearing 18.02.2013  
Date of Order 26.02.2013

Before the Consumer Grievances Redressal Forum, UHBVNL.

Present:-

1. Sh. Rajbir Singh, Member-I.
2. Sh. D.C.Aggarwal, Member-II.

In the matter of complaint of Sh. Sushil Kumar, Bansal Forest Products, Jind Road, Kaithal regarding wrong billing.

.....Complainant

Vs

- (1) XEN, Op Division, UHBVN, Kaithal.
- (2) SDO, Op Sub-Division No-2, UHBVN, Kaithal.

.....Respondents

Appearance:-

For Complainant:

None

For the Respondent:

SDO, Op Sub-Division No-2, UHBVN, Kaithal.



ORDER

The complainant Sh. Sushil Kumar, Bansal Forest Products, Jind Road, Kaithal has got an electric connection bearing A/c No. KX-13/626-D under Op Sub-Division No-2, UHBVN, Kaithal and the Forum has the jurisdiction to hear this complaint.

It has been pleaded by the complainant that -

1. Load of 1.00 KW was sanctioned on 23.6.08 meant for servant rooms. He received electricity bills for Jan 2011 of 5610 units for Rs. 25611/-. During 9/10, 11/10, 1/11 the meter status was shown as 'N'. It has raised interrogation on the sanctity of the official recording the meter reading. With a load of 1 KW the bill for such high units cannot be so high.
2. He is having another connection in the name of his father a/c No- KX-30/3256 and may be the Nigam officials added the consumption of this meter to his own meter. His connection was released on 23.6.08 and PDCO effected on 30.10.2011 and the meter did not record consumption by that time.
3. The meter was installed outside on the wall of the premises. Rs. 975/- was charged as cost of meter. Meter was installed 23.6.08 and no reading was taken upto 8/09. The meter was replaced vide MCO No- 33/134 dt. 7.1.11 but the meter reader continued to record reading of the old meter.
4. He deposited Rs. 1275/- as ACD on 8.4.08 but this amount has not been adjusted towards final bill inspite of requests. He is entitled for interest on this. For various periods. The PDCO was effected on 31.10.12 but bills continued to be issued upto 5/12.
5. On his request the PDCO dt 4.8.11 was issued but was actually effected on 31.10.11.
6. He has paid Rs. 1200/- after PDCO which was excessively charged.

The application of the petitioner was received in this office of the Forum on 31.12.12. The Forum considered the facts and found the petition feasible of acceptance and the same was admitted. Accordingly, notice of motion dated 1.1.13

DHO



was issued to both the parties asking complainant to submit affidavit and asking respondent to submit version.

Since the respondent did not submit version in time, the matter was taken up for hearing and Summons were issued for hearing on 12.2.13 and 18.2.13. The respondent SDO submitted version dated 24.1.13 stating that-

1. The complainant is saying wrong that meter reading of the meter in 1/2011 was 2042. It was actually 7042 units and consumption of last six months was 5610 units for the period 5.7.10 to 5.1.11. The bill was prepared according to actual consumption and Rs. 764/80 against 'N' code was adjusted.
2. Billing done after PDCO Rs. 29309/- has been refunded.
3. Rs. 1800/- was pending against bill for 7/11 while the complainant applied for PDCO on 4.8.11. This amount was paid by the complainant after the PDCO. So no amount is refundable.
4. The amount of security shall be refunded after making all adjustments. The complainant has been asked in writing also vide memo dt. 15.1.13 to submit original BA-16.
5. Interest has already been adjusted in another a/c KX-13/0277 in the name of Sh. Kailash Bansal and complainant has been duly informed vide memo dt. 26.9.12.

The complainant did not attend any of the hearing proceedings to present his position in view of the action taken by the respondent SDO. So, he must be satisfied.

So the Forum after considering the facts decided to close the matter without any cost on either side. File be consigned to the office record.

The order is signed by the Consumer Grievances Redressal Forum on 26.02.2013.

The compliance of the order be informed to the Forum with fifteen days from the date of receipt of the Order.

  
(D.C. Aggarwal)  
Member-II

  
(Rajbir Singh)  
Member-I

